

My wife and I moved into LOP July 2005 and had never heard of bulk billing through one provider and the way the LOP realtors pitched Century Communications, I thought it was a great deal for an end user... until we moved into our home and had to use their services. I am a regional employee for a large pharmaceutical company and work from my home. Initially, I was told the internet service was for residential use and not for business use and that they did not support secure VPN networks. Plus the speed for uploading/downloading files was unacceptable and I was forced to utilize another internet service provider (Verizon FIOS). I cannot afford the kinds of downtime and lack of service exhibited by Century Communications. I had to go with Verizon because they were the ONLY viable alternative that offered professional level service and support on a 24/7/365 basis.

Six months after we moved into our home, we purchased an HDTV and found the HD programming to not be competitive with other providers. One time, I tried for weeks to set up an appointment with Century Communications customer service to come to my house for a cable issue and found it to be very cumbersome and EXPENSIVE for a house call. After promises were unfulfilled, we opted to utilize another cable service provider (Verizon FIOS). I am not happy with our situation of paying twice for my internet and cable service but Century does not provide comparable internet or cable service and their repair/customer service department is inadequate.

In the meantime, Century communications is getting their guaranteed \$ 1.5 million from the residents of LOP. To add to this, with the number of homes currently in foreclosure or homes that are headed in that direction, the remainder of the LOP home owner's are forced to absorb their portion of the "bulk billing" cost again guaranteeing \$\$ in Century's bank account for sub-par service.

Please help us to get out of this contract with Century Communications and help to prevent and protect others from getting into similar situations as us and the many others living in the suburbs.